



Operations & Systems Technician

DESCRIPTION OF WORK:

This is technical work in the operation of a computer equipment and auxiliary equipment to meet clients' needs and to provide assistance to users of computer systems. Operation of the computer may include the set-up and scheduling of production jobs that run on the computer, monitoring the computer through the steps and procedures to update the data bases and produce reports or other transaction outcomes, and setting up and monitoring the equipment to produce print products required by users. Providing assistance to users may involve answering calls for help as users experience difficulties with connections to the computer or with the computer use itself. May include installation and modification of software and hardware, testing, and documentation on a variety of platforms. Work may include interaction with customers, technicians, analysts, and specialists to troubleshoot problems related to the use of single and/or multiple information systems. May include work on multiple platforms including z/OS, Windows, Unix (multiple vendors). May include installation and fiber optic wiring of Storage Area Networks. May include KVM over IP deployment and administration. May include floor design of environmental requirements of hardware. Employees determine the nature of the problem, providing additional assistance, or referring difficult problems to appropriate higher-level analytical staff. Work may involve the identification of trends that develop through troubleshooting and recommendations for future resolution or the understanding of systems interrelationships and the development of new processes to improve timeliness and service to users. May work with mainframe and/or other multi-platform servers.

EXAMPLES OF COMPETENCIES:

CONTRIBUTING:

- **Project Management:** Ability to interact as a productive member on a project team by completing assigned tasks.
- **Technical Knowledge:** Knowledge of simple computer operations to verify/monitor proper functioning.
Ability to issue standard computer commands to perform job.
- **Technical Solution Development:** Understands the standard technology and systems in place and is capable of supporting the operation of this technology.
- **Technical Support:** Ability to take direct requests from client or coworker in order to solve problems of limited complexity or pass it on to appropriate technical experts.
Ability to troubleshoot simple technical problems to provides technical assistance to clients.

JOURNEY

- **Project Management:** Ability to develop project/problem solutions in assigned area and manage technical projects involving own work.
- **Technical Knowledge:** Ability to operate variety of computer and peripheral equipment. Understands routine functions of mainframe computer and associated hardware. Understands routine functions of mainframe computer and is able to:
 - Monitor IMS transactions
 - Use routine commands to maintain computer operationsUnderstands a wide variety of commands to control operation of computer and peripherals. Able to respond with appropriate command.
- **Technical Solution Development:** Knowledge of the impact of one function on another. Ability to recognize levels of impact to make decisions on appropriate course of action for unique problems.
- **Technical Support:** Ability to perform diagnostics on assigned software and hardware according to standard operating procedures.
- Ability to Independently resolve routine and some non-routine technical problems through standard troubleshooting procedures.

ADVANCED

- **Project Management:** Ability to manage projects that require directing the work of others.
- **Technical Knowledge:** Understands non-routine functions of mainframe computer and associated hardware. Ability to perform complex operational procedures including operation of more complex peripherals. In-depth knowledge of computer center operations.
- **Technical Solution Development:** Ability to identify trends in reoccurring problems and assists in developing solution. Ability to provide guidance and serve as a technical resource for lower level technicians.
- **Technical Support:** Knowledge of technical modifications and impact to prevent future problems.

MINIMUM TRAINING AND EXPERIENCE:

Graduation from high school and six months of experience in the field or work related to the position. Coursework in computer operations or information technology from a technical school or community college may be substituted on a year-for-year basis.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.

Degrees must be received from appropriately accredited institutions.